

What's new?

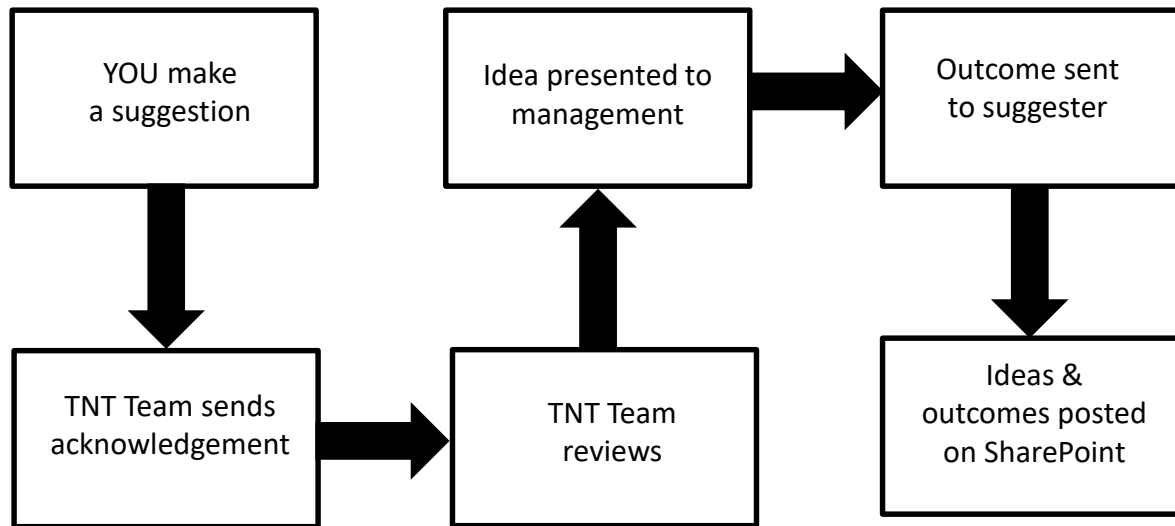
with Fred Bahr



Think New Thoughts (TNT)



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- If your suggestion relates to a letter, provide the letter template ID (e.g., btL119)



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Think New Thoughts (TNT)

- If your suggestion relates to a letter, provide the letter template ID (e.g., btL119)
- If applicable, reference the WTN of an example customer
- If applicable, provide a screen shot

Think New Thoughts (TNT)





Let me digress a moment.

This isn't new, but it never gets old



Packers: 10

Da Bears: 3

This isn't new, but it never gets old



Packers: 10

Da Bears: 3

Adrian Amos
Former Bear
(this is called "irony")

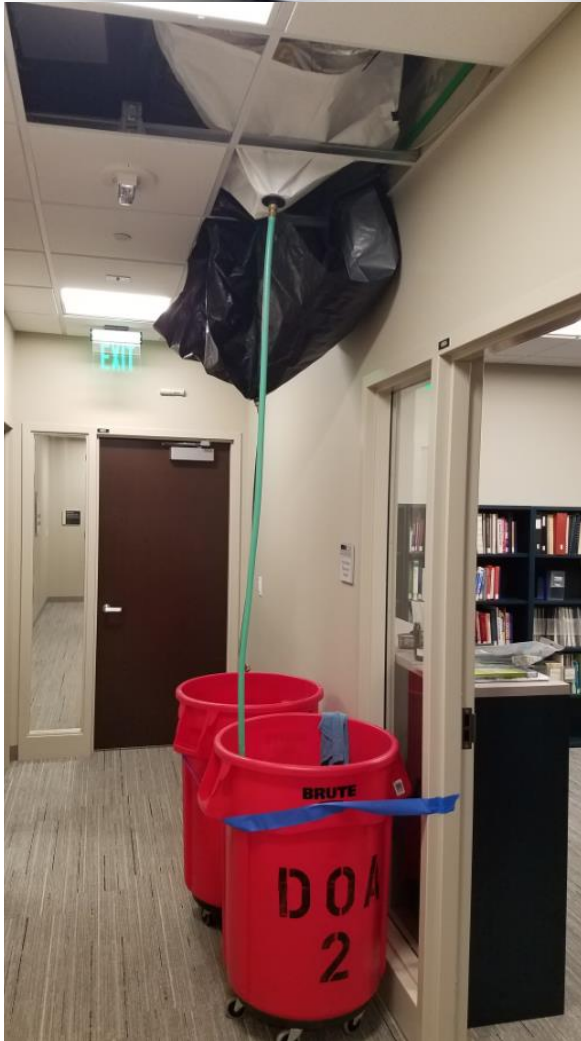
The Hill Farms office building is no more.





One year later . . .







One month after *that*. . .

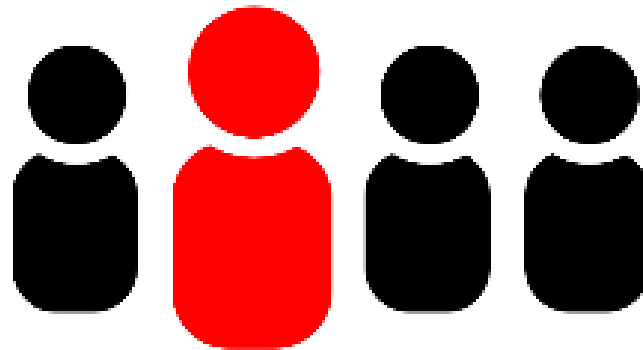




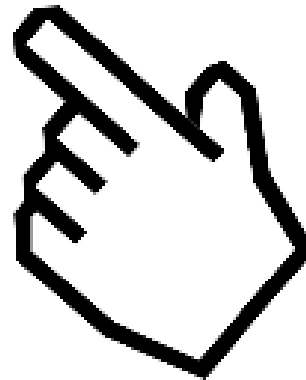


Back to work . . .

Employee recognition in SharePoint!



**Click here to
nominate a
coworker for
recognition!**



Problem reporting tool in SharePoint!



The Pig moved to SharePoint!



Learning Warehouse added to SharePoint!

Learning Warehouse



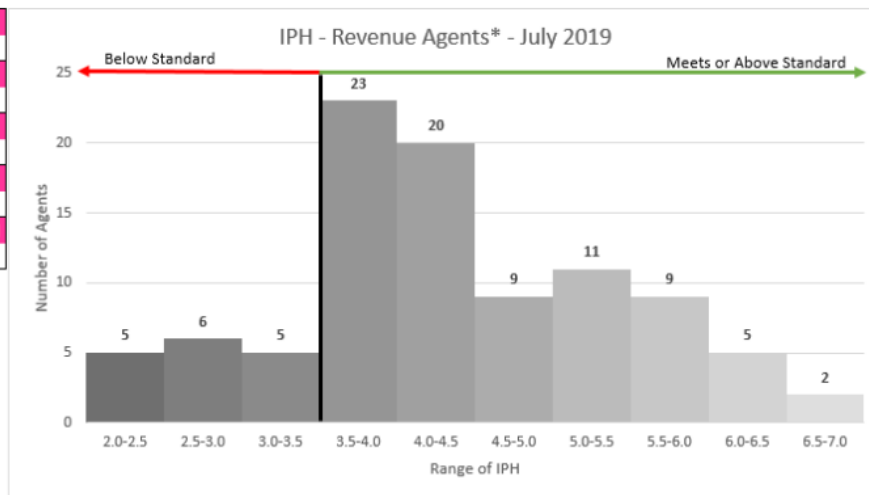
Presentations, practice activities, job aids, videos, articles, compliance communication, and additional learning tools are found here to help you grow in your position at the Department of Revenue.

Compliance Bureau Performance added to SharePoint!

Compliance Bureau Performance

Slides All Pictures Thumbnails ...

Compliance Standard
3.5
Average
4.35
Median
4.16
Std. Deviation
1.17
Total # of Agents Included
95



*Office Agents with at least 12 months experience. Does not include PDS or Field Agents.

July IPH Graph.png



QA Scorecards are on SharePoint!

QA Scorecards

Call Scorecards

Scorecard	Score
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Correspondence Scorecards

Scorecard	Score
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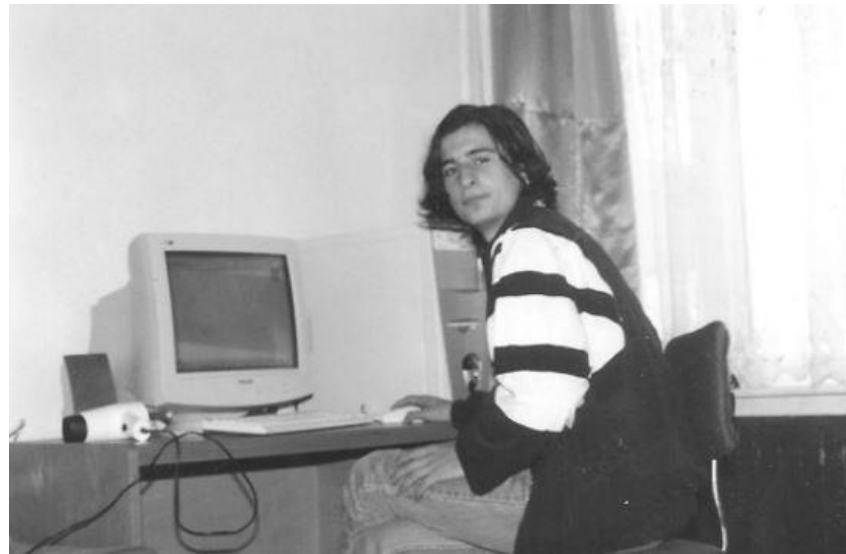
Account Review Scorecards

Scorecard	Score
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We have a new learning resource!



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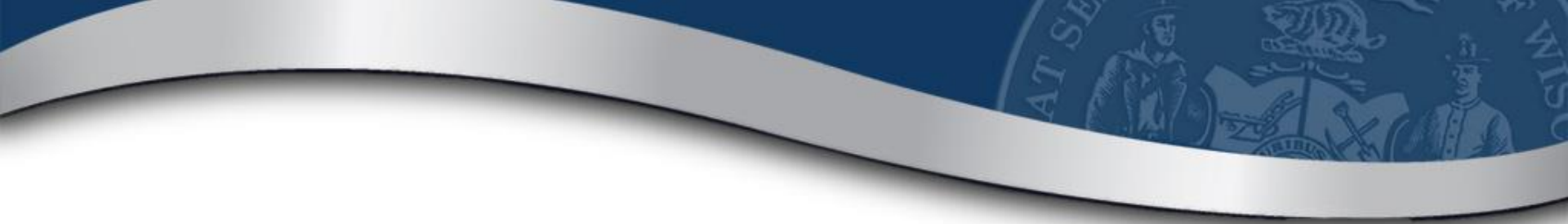
We have a new learning resource!

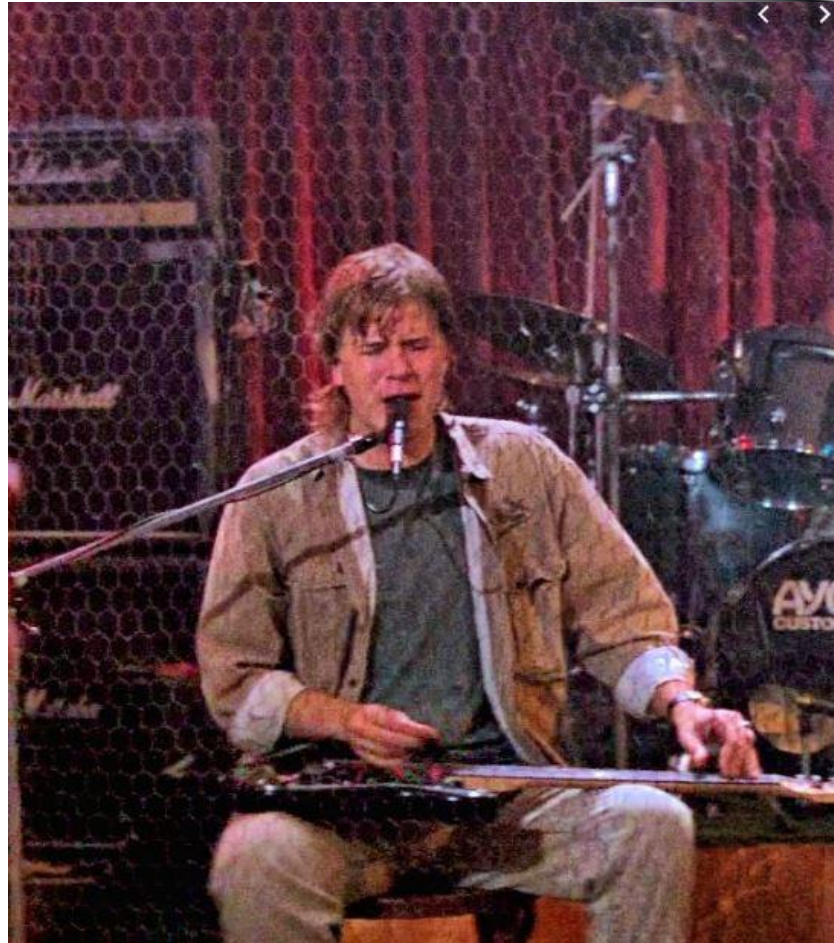


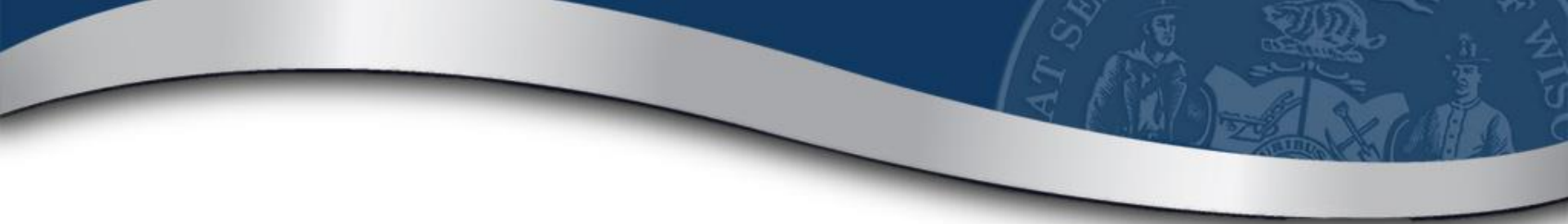




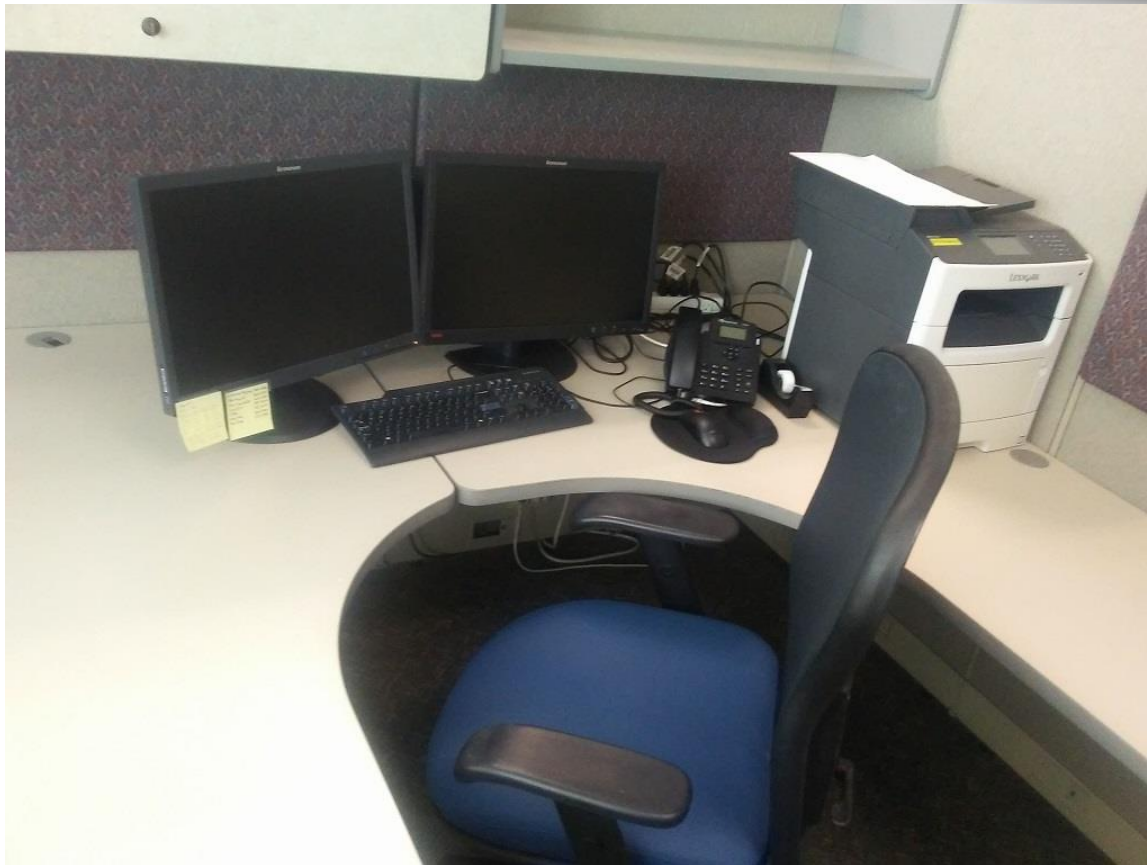
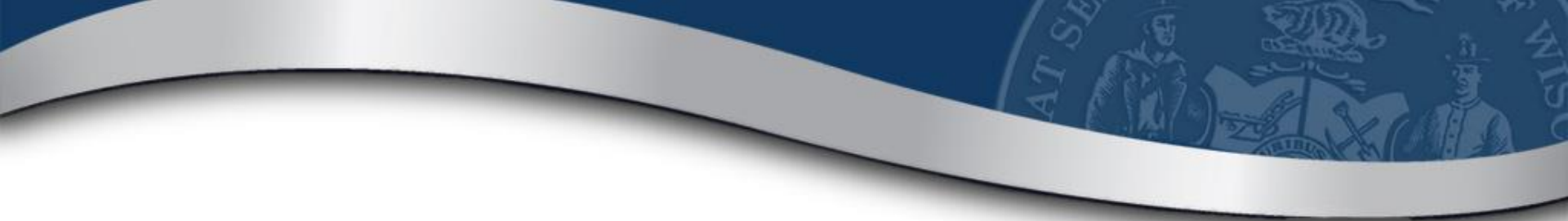


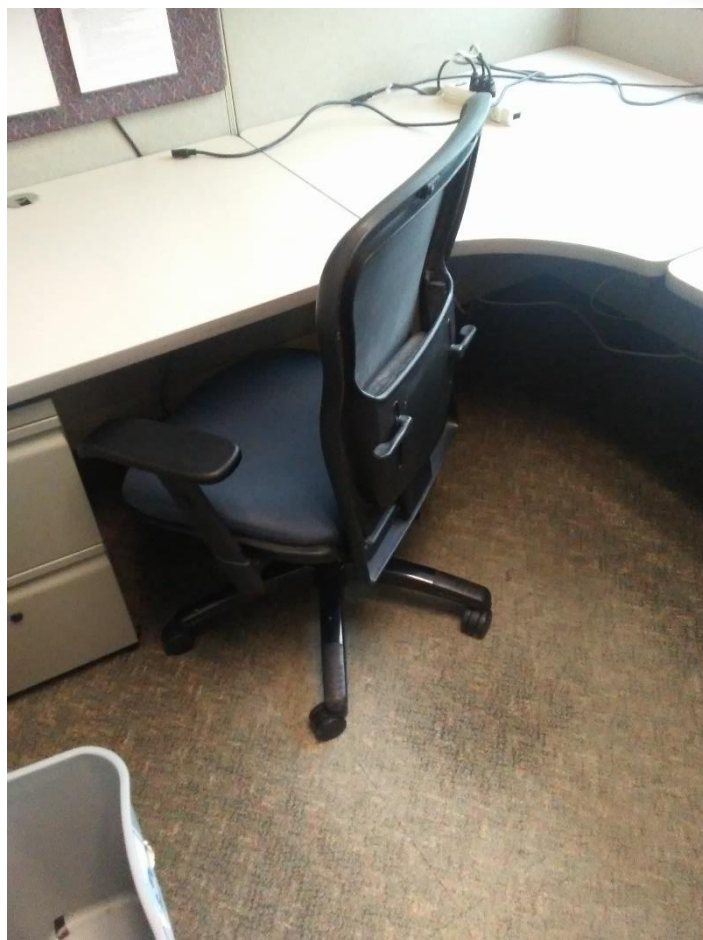






What else is
new?







Kyle Duerstein

Chief
Compliance Services
Section



Jaimie Postler
Lead Worker
Process & Data Services



Dana Webber

Temporary Jackie Kliner
Agency Setoff Programs



Justin Adams

Supervisor
Program Analysis
& Automation Unit

We have new agents!



February 2019 Training Class

We have more new agents!



June 2019 Training Class

We have still more new agents!



October 2019 Training Class



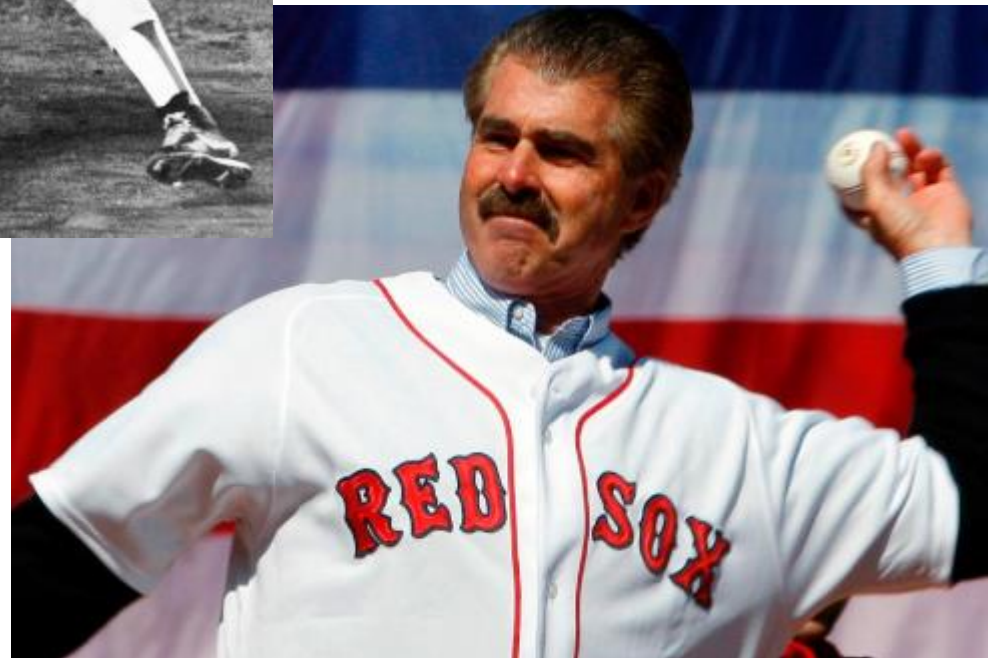
Time to digress. Again.



Notable Deaths in 2019



Bill Buckner





Eddie Money





Toni Morrison





Doris Day





Peggy Lipton



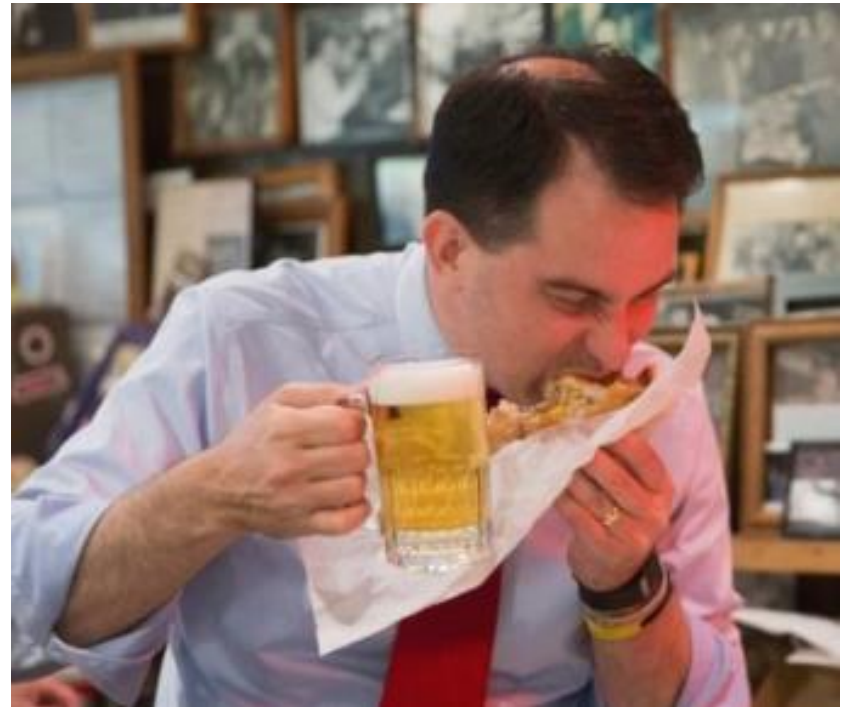


Peter Mayhew
(Chewbacca)





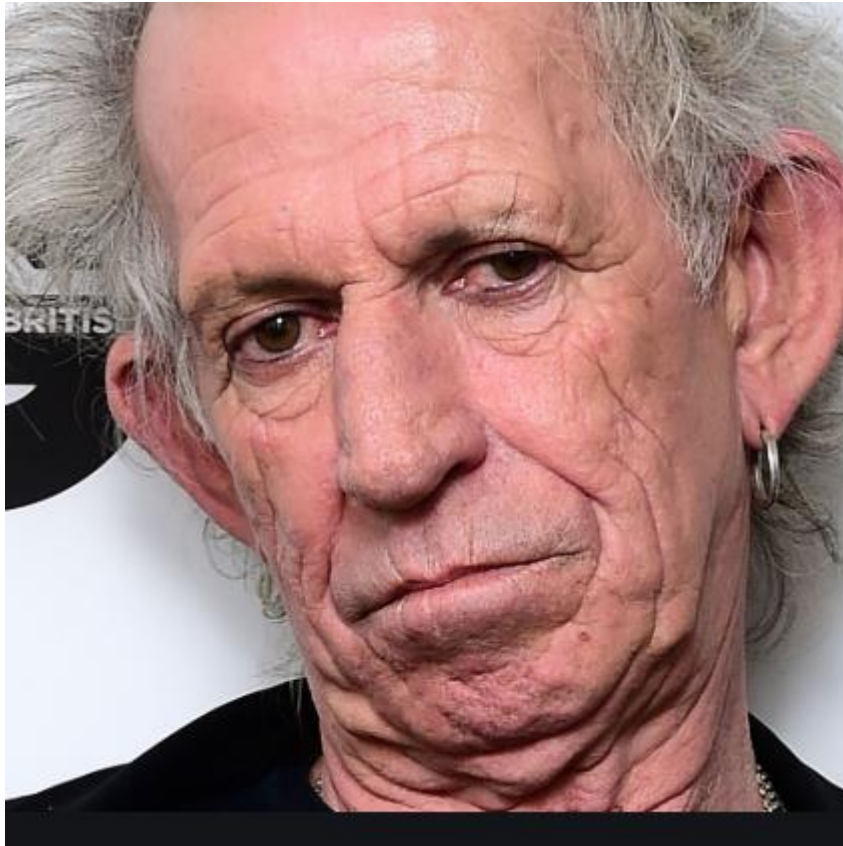
Scott Walker





Scott Walker





Keith Richards



One more thing . . .



The End